

# **Town of Highland, Indiana**

## **Americans with Disabilities Act**



**2013**

**Transition Plan**

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## I. Introduction

The Americans with Disabilities Act (ADA) of 1990 (revised September 2010), is Federal Civil Rights Legislation which mandates non-discrimination to persons with disabilities. The Act has five titles, which is listed below:

- Title I - Employment
- Title II - Public Services and Transportation
- Title III - Public Accommodations
- Title IV - Telecommunications
- Title V - Miscellaneous

Title II of the ADA prohibits discrimination by public entities on the basis of disability by making all programs, services, and activities accessible to persons with disabilities. In order to accomplish this, the Department of Justice developed regulations requiring the Town of Highland to conduct a self-evaluation of the accessibility of its programs and services to determine whether issues of accessibility could be addressed through changes in the way such programs and services are provided. The Town is obligated to remove physical barriers to accessibility when program changes cannot insure access to services, programs, and activities in existing facilities. Realizing that the structural changes would take time and money to provide, the Department of Justice Regulations, Federal Register 28 CFR Part 35 state that "in the event that structural changes to facilities will be undertaken to achieve program accessibility, a public entity that employs 50 or more persons shall develop a Transition Plan setting forth the steps necessary to complete such changes". Additionally, "if a public entity has responsibility or authority over streets, roads, or walkways, its Transition Plan shall include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act".

The ADA regulations further require the Transition Plan to contain the following elements:

- A list of physical barriers in the public entity's facilities that limit the accessibility of its programs, services, or activities to individuals with disabilities;
- A detailed description of the methods to be utilized to remove these barriers and make facilities accessible;
- The schedule for taking necessary steps to achieve compliance with Title II;
- The name of the official responsible for the plan's implementation;
- A schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs. Priorities should be given to the following order:
  1. State and local government offices
  2. Transportation
  3. Places of public accommodation
  4. Employees
  5. Other areas (e.g., residential areas where people needing curb ramps reside)
- An estimate of the costs for making the modification.
- The opportunity for the disabled community and other interested parties to participate in the development of the Transition Plan.

## **II. ADA Program Elements**

- A. Responsible Official
- B. Public Notice of Rights of Individuals
- C. Grievance Procedure
- D. Self-Evaluation and Inventory
- E. Design Standards
- F. Transition Plan

## **III. Responsible Official**

The ADA Coordinator designated for the Town of Highland is:  
Mr. Ken Mika, Building Commissioner

## **IV. Public Notice of Rights of Individuals**

The enclosed Public Notice sets out the Town's compliance with Title II of the 1990 ADA. It is available at Town Hall for viewing and is posted on the Town's website. (See Enclosure No. 1)

## **V. Grievance Procedure**

(See Enclosure No. 2 and Enclosure No. 3)

## **VI. Self-Evaluation and Inventory**

As required by the ADA legislation, Highland has conducted a self-evaluation of its facilities and rights of way to insure that they are accessible to and useable by persons with disabilities.

Items inventoried included:

1. Curb Ramps - Presence of any ramps and whether the existing curb ramps have truncated domes.
2. Sidewalk between intersections was reviewed to determine if it was a minimum of 4 feet wide (with parkway) or 5 feet wide if adjacent to curb. Driveways were reviewed to determine if they had a 4 foot width at a 2% (max) cross-slope.

The results of this inventory are available at Town Hall for viewing.

Buildings and Parks were inspected to determine if ADA parking was provided and properly signed and if the facilities met present ADA Standards for accessibility. The results of this inventory are available at Town Hall for viewing.

## **VII. Design Standards**

Sidewalk and ADA ramp construction shall follow the current version of the Indiana Department of Transportation Standard Drawings and Specifications.

Building construction shall follow the current ADA requirements shown on the following website: [www.access-board.gov/ada/](http://www.access-board.gov/ada/)

## **VIII. Transition Plan**

The ADA Coordinator has the responsibility of identifying barriers and implementing Highland's barrier removal program. The steps involved in the creation of this Transition Plan are as follows:

**A. Identify/Document Needs** – Physical barriers in and around a facility that prohibit access to programs, activities, and services, shall be identified and documented. “Programs, activities, and services” include the functions necessary to fulfill a building’s mission”. Events or programs that are open to the public must be accessible by person with disabilities.

**B. Document Solutions** – Document the structural or physical modifications needed to make the facility accessible. Structure modifications include architectural renovations; such as widening a door or construction of a ramp. The modifications must meet ADA requirements for new construction and changes cannot force a disabled person to access the building in an unequal manner. For example, if the main entrance does not provide accessibility but the rear entrance door does, rear entrance must be equal to the main entrance and available during operating hours.

**C. Strategies for Removal of Barriers**

**1. Buildings and Parks**

**a. Targeted Removal**

Barrier removal is based on the facility survey that was conducted. The plan will be reviewed annually to insure that Highland is meeting the needs of those with accessibility issues. Total accessibility for all Highland owned facilities, for every citizen, are the goal of the Transition Plan. Whenever funding is made available, facilities are added to the priority list for that particular fiscal year.

**b. Retrofit or Remodel**

Whenever a retrofit or remodel of an existing Highland owned building occurs, the facility is required to become compliant with ADA regulations (subject to availability of funding).

**c. Maintenance or Repair**

When appropriate, and when funding is available, Highland will bring facilities into compliance by replacing defective fixtures with compliant models, i.e., door knobs replaced with levered door handles, etc.

**d. Leased Facilities**

If Highland has any lease agreements for facilities or contemplating doing so, the responsibility for the improvements shall be negotiated with the lessee.

**2. Public Rights of Way**

**a. Targeted Removal**

Barrier removal is based on the field inventory conducted. As needs may arise, through either complaints from the public or by the Town's own review, select specific locations may be addressed.

**b. New or Reconstruction of Existing Facility**

New or reconstruction projects will include sidewalks, drives and ADA ramps in conformance with current design standards. This will include full intersection ADA ramps where projects only involve a single approach.

**c. Maintenance or Repair**

As maintenance and/or repair work is done to existing sidewalks, all replacement work will meet current ADA standards. If such work involves ADA ramps on one corner of an intersection, the receiving corner will be included in such work if it is not in compliance

**d. New Construction or Reconstruction of Existing Private Facility**

All permits for new construction or reconstruction of sidewalk, drives or intersection corners will be reviewed and required to be in compliance with current ADA standards.

**3. Personnel Responsible for Carrying Out Strategies**

ADA Coordinator, Mr. Ken Mika

**D. Costs for Making Modifications**

**1. Public Rights of Way**

Curb Ramps - Estimated Construction Costs - \$2,320,000

Sidewalks - Estimated Construction Costs - \$2,390,000  
(Inventory results filed in the Office of the ADA Coordinator.)

**2. Public Buildings and Park Facilities**

Practically all of the existing paved areas in all the parks are being repaved and/or additional wide paths are being created for pedestrian and ADA accessibility. This work was planned for the months of October and November. Some of the concerns below pertaining to exterior accessibility may be taken care of with the new paving. It was noticed that park benches were not always accessible. An 8% add on to each budget item as a contingency to help cover accessibility costs.

The ADA has developed accessibility guidelines for newly

constructed and altered play areas. The Play Area Guidelines are a supplement to the ADA Guidelines. All newly constructed and altered play areas covered by the ADA will be required to comply.

### **SHARP ATHLETIC COMPLEX**

This complex contains 4 baseball fields that form a cross. The center of the cross locates the public toilets, concessions and field maintenance storage. The area that separates the ball fields are for playground equipment, shelters or the ability to move from one area to another.

- A. Concession stand has an existing transaction counter that is 44" above the exterior surface (minimum 36" high and 24" wide required). Modify the existing counter to accept a portion of lower counter.
- B. Toilet rooms for both men and women have existing handicapped toilet areas that are 40" wide by 54" long (minimum 60" wide by 59" long required). The toilet could be removed and renovated or a unisex toilet could be added to the building
- C. Lavatory fixtures are not handicap accessible, and the existing height is 30" (maximum height shall be 34").
- D. Urinals are mounted correctly.
- E. One wall-mount drinking fountain adjacent to the concession building was not ADA accessible. Replace the fountain with a double fountain. .
- F. A new playground equipment area was recently installed. It does not have an accessible path at this time, but one was planned to be installed in late 2012. Signage needs to be replaced
- G. A shelter building has been located between ballparks to the north and has paving around it.
- H. Parking is off site on 5th Street and is discussed in the Homestead Park evaluations.
- I. Door closers require less tension in order to open the door with 5 lbs. or less pull. Adjust or replace the existing closure.

Total costs for improvements \$27,596.

### **HOMESTEAD PARK**

The park includes a concession stand with toilets, baseball fields and playgrounds. Access to the main ball fields from the east parking lot is accessible. The path does not tie the eastern portion of the park to the west. New trails tying them all together were going to be accomplished late 2012.

A. Parking consists of two lots with the east lot containing 100 spaces and the west lot containing approximately 108 spaces. Handicapped spaces need to be provided and signed

B. The west lot provides access to the concession/toilet facility and the main baseball field. It does not get you to the other ball fields or playgrounds. New paving is planned for late 2012. Access from the east parking lot to the existing amenities is not available at this time but is also planned to be constructed in later 2012.

C. Concession stand has an existing transaction counter that is 44" above the exterior surface. (Minimum height should be 36" with a minimum width of 24"). A new counter could be added at the proper height.

D. Toilet fixtures are not mounted correctly. Lavatories have the correct faucets but the pipes are not protected under the bowl. Toilet rooms for both men and women have existing handicapped toilet areas that are 40" wide by 56" long (60" wide by 59" long is minimum required). The toilet could be removed and renovated or a unisex toilet could be added to the building.

E. Access into the toilets has to be maneuvered over a 1.5" tall threshold (minimum required is no more than 5/8s"). The late 2012 paving project should take care of this.

F. The door closer requires less tension in order to open the door with 5 lbs. or less pull. Adjust

G. The playground equipment provides transfer access to the equipment. The signage should be renovated.

Total cost \$26,060.

#### **NORTHWOOD PARK**

- A. The path that leads back to the park is paved but in poor condition. Once the open area of the park is reached, further travel will be through grass. There are no paths to other amenities in the park, such as baseball fields and playgrounds. Provide pathways.
- B. There is a free-standing drinking fountain that is not accessible. Replace with dual level fountain.
- C. The playground equipment is old, but it does have a transfer platform. The safety media used (pea gravel) around the playground does not meet ADA standards. Replace medial

Total cost \$18,360

#### **GRAND PARK**

This park has access off the paved bike trail, which has access from the street corner. The park provides a playground that is not accessible.

- A. The playground ground media is pea gravel. Replace media
- B. The equipment is not accessible. Adapt the existing equipment or replace.
- C. The playground itself is not accessible. Provide pathway.

Total cost \$32,940

#### **LITTLE TURTLE PARK**

This park has access off the paved bike trail, which has access from the street corner. The park provides a playground that is accessible with a transfer seat. There are no items to be addressed at this park.

#### **MAIN SQUARE PARK**

This centrally-located park provides a main stage with an assortment of venues for the Town, a playground, concession, toilets, stage, and electrical hook-ups for vendors. The hook-up for vendors is not done every day but rather an event occurs only once or twice a year. Vendor accessibility needs to be addressed by the individuals presenting the event.

- A. Toilets in both the men and women toilets are ADA accessible with the exception of the mirrors that are mounted at 42" AFF and need to be at 40" to the reflected portion of the mirror. Also, the doors require less than 5 lbs of pull to open. Reinstall the existing mirrors and adjust the door closers.

- B. The concession-serving counter is mounted at 42" AFF. A minimum portion of the counter (24") needs to be at 36" AFF and a parallel approach being provided. Renovate the counter.
- C. Stage area ramp is provided to access the stage as well as to provide access to the stage lower level.
- D. Playground area is an accessible playground with pathway access. Signage should be renovated.

Total cost \$8,424

**ORCHARD PARK**

This park is located adjacent to a church that has a split-rail fence separating the two. There is a ramp access from the church parking lot onto the grass field of the park. The ramp access is not ADA accessible. The park has a paved basketball court, two baseball fields, a soccer field, and a playground.

- A. None of the park venues are accessible from the surrounding public access ways. There are no acceptable pathways within the park. Provide pathways.
- B. There is a public drinking fountain that is not ADA accessible. Replace with a dual level fountain.
- C. The playground does not have the media (pea gravel) required for the playground surface. Replace the media.

Total cost \$28,620

**BRANTWOOD PARK**

This neighborhood park has tennis courts, playground and covered picnic tables. Street parking is available. Sidewalk access to the playground has been provided.

- A. A non-ADA public drinking fountain is also located in the park. Replace with a dual level fountain.
- B. There are no acceptable access paths to any of these other venues. Provide pathways.

Total cost \$11,880

**LINCOLN CENTER**

This town park and facility were just renovated and expanded in 2011.

- A. Exterior includes off-street parking with handicap parking spaces and sidewalk curb ramps to access the building. No vertical signs have been installed.
- B. The playground located on the north end of the property is accessible from the sidewalk, and the equipment is accessible as well. Ground media needs to be refurbished.
- C. There are two main entries to the building. One entry is for the public area, and one is for a child care facility, which has a secured card access.
- D. The public access door pulls requires greater than a 5 lb. pull to open. Adjust
- E. The interior public areas of the facility have been completed with ADA accessible installations throughout. A stage is located in the large multi-purpose room, and a ramp has been installed to provide handicap access to the stage proper.

Total cost \$3,564

**PETIT PARK**

This small neighborhood park has a playground with acceptable access from the Parrish Avenue sidewalk.

- A. Playground is accessible and meets the standards. Ground media needs to be refurbished.
- B. There is a single basketball court, which is not accessible from the sidewalk. Provide pathway
- C. A public drinking fountain is on the site and is not accessible. Replace with a dual level fountain.

Total cost \$9,936

**MEADOWS PARK**

This park has a large expanse of area, which provides the neighborhood with multiple venues including: fishing lake, playgrounds (2), baseball fields (2), concession and toilet facilities (2) and walking paths.

- A. Fishing lake edge is not handicap accessible. Construct an ADA accessible fishing pier.
- B. Playgrounds are accessible from pathways and parking lots. The west playground is fully accessible from a ramp. The north playground is a transfer type and is also accessible. The ground media needs to be replaced.
- C. Baseball fields are accessible from the walking paths.
- D. Toilet facilities are not ADA accessible and require renovation. The concession walkup counters are too high and require a minimum counter height of 36" AFF and a minimum width of 24". The walking paths were to be repaved in late

2012. Renovate the existing toilet or create a unisex toilet adjacent to the existing.

Total cost \$46,440.

#### **FLETCHER MEMORIAL PARK**

This is a small neighborhood park and playground located on the corner of Hart Road and Gordon Drive. It does not have accessibility from the sidewalk or adjacent areas. The playground equipment and ground media is not ADA accessible. Provide pathway and renovate the existing playground and media.

Total cost \$27,000

#### **MARKLEY MEMORIAL PARK**

This large neighborhood park with multiple venues provides reasonable accessibility to all the venues, including off-street parking, baseball fields, shelter, batting cages, concessions and toilet facilities,

- A. An off-street parking lot has been provided. The handicap spaces need to be lined and signed.
- B. Baseball fields are connected with paved paths.
- C. The public drinking fountain at the west end of the property does not meet ADA requirements. Provide a dual level fountain.
- D. Access to the batting cage is expected to be installed in late 2012.
- E. The toilet facilities are ADA accessible with the exception of the door pull and the threshold height. Adjust the door pull and modify the threshold.
- F. The concession stand serving counter requires a serving area that is accessible.
- G. Playground is accessible; ground media needs refurbished.

Total cost \$11,232

#### **JAYCEE PARK**

This park is somewhat isolated and has access from a neighborhood cul-de-sac. Adjacent neighbors have backyard access. Amenities in the park include a basketball goal and playground. There are no accessible paths to get to the two different venues. The playground is

not ADA accessible. Provide pathways and refurbish or replace the equipment and ground medial

Total cost \$37,800

#### **LAKESIDE PARK**

All parking is street parking. This elongated park with its curvilinear path sits behind residential areas. There are welcoming signs at each end of the park with access paths from adjacent streets winding through the different venues

- A. New asphalt topping is planned for the accessible paths.
- B. The play grounds are accessible and meet ADA standards for equipment and ground media. The media needs refurbished.
- C. The courts are located on the pathway and are all asphalted. Access is readily available.

Total cost \$3,240

#### **LAKESIDE OUTLET**

This park is located behind an apartment community with easy parking. The park has no amenities other than mowed grass.

#### **WHITE OAK PARK**

This is a large open neighborhood park with a playground as its centerpiece. Access to the park is from properties on the surrounding streets that have pathways into the park. Access from the street is either by walk on or curb parking.

1. The access from the street has no signage as to what park this is.
2. The pathways are all hard surface.
3. Access to the playground is on its south side. Signage for the entrance should be a consideration, but is optional.
4. The access from the hard surface lacks proper transition to the playground surface.
5. The playground equipment is accessible but needs additional ground cover.

Total cost \$5,300

#### **SHEPPARD PARK**

This park is expansive with a hard surface trail that travels thru the park. A concession stand with toilets is located at the south end of the park.

1. The concession building has hard surface all around it. No changes recommended to the surface.
2. Toilet rooms are not accessible. It is recommended that a separate building with a unisex toilet be provided.
3. The concession stand counter does not meet height requirements and requires adjustment.
4. Pathways to the various venues do not actually connect to the venues. Extensions are recommended.
5. The playground equipment is dated but does provide transition platforms. The ground media needs to be increased in the playground area.

Total cost \$ 40,300

### **TERRACE PARK**

This park is a very small park, situated between two homes. Parking is on the street along the curb. The park consists of a playground that has accessible equipment. An access path to the playground does not exist and is needed.

Total cost \$3,300

### **SOUTH FIREHOUSE**

The firehouse has the capacity for accessible parking in the rear; however, it has not been laid out and signed. The building is fairly new and has public meeting rooms with easy access from the rear entry. One can enter and go into a workout room or into a separate large meeting room. From the large meeting room there is access to a kitchen area and toilet rooms.

- A. The parking lot, which is on the north side of the building, does not have any designated handicap parking or signage.
- B. The entry into the building requires the doors have greater than a 5 lb Pull. Adjust.
- C. The entry lobby gives easy access into the main meeting room.
- D. The lavatories for men and women are not fully ADA accessible. They lack straight on use. The water closets are not sized for wheelchair use. The sink hardware is not ADA accessible. Showers are not accessible. Renovate or add a unisex toilet.
- E. The north entry does not have a ramp accessible from the parking lot. Provide ramp.

Total cost \$29,700

### **CENTRAL FIREHOUSE**

Parking is available behind the building, along with street parking, to utilize the meeting room and toilet facilities in the station. There are two entry points to the administration side of the Station – the front entry (south) and the rear entry (north). The rear entry goes directly into the meeting room.

- A. The front entrance has a non-conforming vestibule too close from door to door. With the doors being 3' wide, the vestibule will need to be 7' clear. Provide an automatic door opener controlled from the exterior and the interior.
- B. The exterior on-site parking does not have handicap parking stalls. Provide same.
- C. The entry doors in the toilets are not wide enough to allow a wheelchair to enter. The interior fixtures and compartments are not of sufficient size to allow full handicap use. The Men's room has a locker and shower area, which are not accessible. Install a unisex toilet close to the public used meeting room.
- D. The north entry that goes directly into the meeting room is not accessible due to a step at the door. Install an exterior ramp to access the curb at the threshold of the door.
- E. The door pull exceeds 5 lb pull. Adjust.

Total cost \$33,804

### **THE TOWN HALL**

This building houses the town hall meeting room and administration offices. The police department is also located in this building. The building has two stories and a basement. Off-street parking is available and includes handicap parking. The Administration entrance to the building is located on the south side and provides elevated access for the public to the first floor and second floor. The Public needs to access both levels. The North entrance (Police Station) is accessed through a ground-level entry into a small public lobby. The public does not go beyond this point without an escort. There is an overhead door entry for detainees, and they are transferred from a vehicle down a ramp to the basement level where they are detained in a lock up.

- A. Parking lot handicap spaces and signage need to be updated for size and number.
- B. There is a ramp system to enter the building that is ADA accessible.
- C. The entrance pull doors require greater than a 5 lb pull to enter. Adjust
- D. The administration public lobby has toilet rooms available and entrance to the town hall assembly room. There is a low accessible counter in the lobby as well.

1. The toilet room fixtures are fully accessible.
  2. The door pulls require adjustment to be less than a 5 lb pull.
  3. Signage needs to be correctly located at the toilet room doors.
  4. There is a single toilet located behind the meeting room which has public access. It is ADA accessible with the exception of the faucet hardware.
- E. The upper level of the administration offices is only accessed via multiple stair risers. Public meeting rooms are located on this level.
1. An elevator or stair lift needs to be added.
  2. The existing single toilet on this floor is not accessible. Convert the existing toilet to a unisex toilet
- F. The Police Station is accessed through the north entrance. Detainees are dropped off in the garage and escorted down a ramp to the lower level. Toilet facilities are in the detainees' holding cells.

Total cost \$55, 200

**Cost Summary**

<b>Public Rights of Way Total Estimated Cost:</b>	<b>\$4,710,000.00</b>
<b>Facilities Total Estimated Cost:</b>	<b>\$ 460,784.00</b>
<b>Total Estimated Modifications Cost:</b>	<b>\$5,170,784.00</b>

**E. Public Involvement** – Record of the opportunity given to the disabled community and other interested parties to participate in the development of the Transition Plan will be documented. The Draft Transition Plan was provided to members of the Town Council, and the public, for review and input into the process.

**F. Priorities**

**1. Buildings**

- A. First priority: Locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use.
- B. Second priority: Locations where there is routine Town business conducted.
- C. Third priority: All other locations

**2. Parks**

- A. First priority: Locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use.
- B. Second priority: Locations where there is routine programs conducted or facilities are used for functions that have a high likelihood of use by the ADA community.
- C. Third priority: All other locations

### **3. Sidewalks**

- A. First priority: Locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use, i.e., areas near hospitals, nursing homes or similar facilities
- B. Second priority: Locations where there is routine Town business conducted.
- C. Third priority: Locations where there is private partnership in cost
- D. Fourth priority: Locations in the downtown business area
- E. Fifth priority; Locations in the residential areas.
- F. Sixth priority: All others

### **4. Intersections**

The overall priority will be given to locations where there are no ramps; second priority will be given to those ramps which can be brought into compliance with our total reconstruction. Lastly will be the ramps that have to be totally reconstructed. Within each of these priorities are the following sub-group priorities

- A. First priority: Missing ramps at locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use, i.e., areas near hospitals, nursing homes or similar facilities
- B. Second priority: Missing ramps at locations where there is routine Town business conducted.
- C. Third priority: Missing ramps at locations where there is private partnership in cost
- D. Fourth priority: Missing ramps at locations in the downtown business area
- E. Fifth priority; Missing ramps at Locations in the residential areas.
- F. Sixth priority: Replacement of substandard ramps and all others.

### **5. Parking, Facilities and Signage**

Identifiable areas, without proper ADA signage or accessibility information, will be corrected, with the proper signage installed. Facility improvements will be implemented whenever funding becomes available.

### **G. Financial Plan and Schedule**

1. The Town will endeavor to provide an annual amount of \$5,000.00 in services, materials or contract replacement of deficiencies.
2. The Town will actively look for grants and others sources of funds from various programs available.

**IX. Enclosures (Pages 19, 20 and 21)**

## **Notice under the Americans with Disabilities Act**

The Town of Highland adopts the 2010 American with Disabilities Act Standards for Accessible Design and the 2005 Guidelines for Accessible Public Rights. In accordance with the requirements of Title II of the American with Disabilities Act of 1990 ("ADA"), the Town of Highland, will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**EMPLOYMENT:** The Town of Highland does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**EFFECTIVE COMMUNICATION:** The Town of Highland will generally, upon request, provided appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Town of Highland programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**MODIFICATIONS TO POLICIES AND PROCEDURES:** The Town of Highland will make all reasonable modifications to policies and programs to ensure that people with disabilities have equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Town of Highland offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, services, or activity of the Town of Highland, should contact the office of **Ken Mika, ADA Coordinator, 3333 Ridge Road, Highland, IN 47322, (219) 838-1080**, as soon as possible but no later than 48 hours before the scheduled event.

The Town of Highland will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Enclosure No. 2

## Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Highland. The Town of Highland's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number or complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Highland Town Hall  
Attn: ADA Coordinator  
3333 Ridge Road  
Highland, IN 46322  
(219) 838-1080

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Highland and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response, to the Town Council President or his/her designee.

Within 15 calendar days after receipt of the appeal, the Town Council President or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Council President or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution to the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the Town Council President or his/her designee, and responses from these two offices will be retained by the Town of Highland for at least three years.

Enclosure No. 3

# Town of Highland

## ADA Grievance Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Location of problem: \_\_\_\_\_  
\_\_\_\_\_

Date noticed: \_\_\_\_\_

Description of problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*Please attach additional pages if needed**

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**X. Updated Modifications**